

FREE LEARNING COURSE

FOR UNISON MEMBERS TO LEARN MORE

DEALING WITH DIFFICULT FACE-TO-FACE CONVERSATIONS

11th Nov | 9:30 -12:30pm | Zoom

Aimed at UNISON Members who regularly in work may often be faced with tackling difficult conversations or topics, or who may often have service users who are aggressive or angry.

- Understand how to appropriately and effectively respond to anger and aggression
- Identify how to effectively plan for managing angry and aggressive people
- Utilise strategies to diffuse and calm anxious and aggressive people
- Remain calm and composed to ensure the most positive outcome
- Recognise that the way you respond will impact on their response to you
- Interpret body language and be more aware of the signals that you are projecting

